



COORDINATED ENTRY:

SHELTER PLACEMENT POLICY

The San Francisco Homelessness Response System (HRS) has 104 individual rooms and 116 congregate units of emergency shelter for families. Additionally, there are eight (8) PATH emergency hotel rooms for pregnant individuals with approaching deliveries and two (2) Medical emergency hotel rooms for families with current medical conditions that temporarily prevent placement in congregate shelter.

Access Points are responsible for referring families to individual room shelters, emergency hotel rooms, and PATH rooms. Access Points also are responsible for referring families to Hamilton Family Congregate Beds (HFCB), which is one of two emergency shelters. First Friendship, the second emergency shelter, is available on a first-come, first-served basis to all families who need immediate shelter.

This Shelter Placement Policy describes how a family can access emergency shelter.

I. Access to Congregate Shelter

A. First Friendship / Providence Emergency Shelter – Congregate Mats

Nightly, First Friendship Shelter has 50 mats in a congregate setting, including 20 “overflow” mats at Providence Shelter when First Friendship is full. A family may access First Friendship by either presenting at First Friendship or calling First Friendship to reserve a spot.

A family who has stayed at First Friendship but has not gone to an Access Point will be encouraged to go to an Access Point within two business days of their stay, in order to learn about the range of services available and engage in problem-solving. A family who does not go to an Access Point within two business days of their stay at First Friendship will receive follow-up outreach from the Bayview Access Point Mobile Outreach team.

B. Hamilton Family Congregate Beds (HFCB) – Congregate Beds

Hamilton Family Congregate Beds (HFCB) has 46 beds (plus eight cribs) in a congregate setting. San Francisco families who are verified as unsheltered are referred to HFCB. If space is not available, the family will be referred to First Friendship.

“Unsheltered” is defined as living in a place not meant for human habitation, such as living on the street, in a vehicle or encampment, or other public space. A family can self-report as unsheltered to the Access Points who will document in the ONE System the family’s current



living situation, which must be updated by the family as their living situation changes. In addition, San Francisco Homeless Outreach or Bayview Access Point Mobile Outreach teams can encounter an unsheltered family while conducting outreach. Outreach teams will attempt to verify that a family is unsheltered, and placement in HFCB will not occur until unsheltered status is verified.

Access Points will refer via the ONE System the verified unsheltered family to the next available HFCB bed that fits the household's composition. If space is not available, the family will be referred to First Friendship.

II. Access to Individual Room Shelter

A. Families Experiencing Physical or Sexual Violence

San Francisco families who are currently experiencing physical or sexual violence and are unable to access the Domestic Violence shelter network will be immediately referred to the next available individual room unit that fits their family composition.

B. Length of Time in Congregate Shelter or Verified Unsheltered

The Coordinated Entry process is designed to ensure that there are as few barriers as possible to all emergency shelter. As such, all individual room shelter vacancies are filled based on a family's cumulative length of time both in congregate shelter or verified unsheltered:

1. The length of time in congregate shelter is counted as the number of days a family stays in congregate shelter as tracked in the ONE System.
2. The length of time verified unsheltered is counted as the number of days since a family presented at the Access Points and were later verified as unsheltered as tracked in the ONE System.
3. Each day a family spent in First Friendship or verified unsheltered counts as one day, while each day spent at Hamilton Family Emergency Center counts as 0.6 of a day. For example, if verified unsheltered "Family A" has spent 10 nights in a car and 15 nights at First Friendship, they would have a total of 25 nights. If "Family B" has spent 25 nights at HFCB, they would have a total of 15 nights.

Length of Time in congregate shelter or verified unsheltered also applies to adult shelter or navigation center clients whose households anticipate reunifying with a child within seven days or as mandated by legal custody proceedings.

Access Points will refer via the ONE System the family with the greatest cumulative length of time sheltered or verified unsheltered whose household composition fits the available unit in individual room shelter. For a head of household who is imminently expecting the birth of a child but a PATH room is not available, or a family with a household member that has a medical



condition that prevents the family from living in congregate shelter and a medical hotel room is not available, HSH will provide guidance to the APs on the shelter placement resolution for the family, which will include conferring with other City agencies for the best solution.

III. Emergency Hotel Rooms: PATH and Medical

Access Points will refer families to PATH and Medical emergency hotel room vacancies based on the eligibility criteria for these rooms, and all referrals to these vacancies will go through the ONE system.

A. Medical Emergency Hotel Rooms

Families in Medical hotel rooms will be placed in the next available individual room shelter that fits their family composition unless the family is able to live in First Friendship.

IV. Right to Decline Emergency Shelter

B. A Family's Right to Decline Emergency Shelter

A family head of household has the right to decline shelter. Verified unsheltered families who refuse a referral to congregate shelter will receive support from the Bayview Access Point mobile Outreach Team.